

**A Modular, Convergent Customer Care
And Billing System**

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ABSTRACT OF THE DISCLOSURE

10 A system that includes a set components that can offer a
complete solution to a client or can be partitioned to offer solutions to
specific areas. The components are modular. The components are
independent and integrated containing all the necessary processes and inputs
and outputs to function independently. The components can also be
integrated together into a system where the components work together. The
set of components are also convergent by allowing all services to be
15 provided and viewed via single interface through a single consolidated
customer database independent of the type of service(s) being provided to a
customer.